

Enosh – The Israeli Mental Health Association

Community-Based Practices in Mental Health

**Preparation for the WHO meetings**

**on best practices for community-based mental health services**

**30 April to 3 May 2019, Seoul, Republic of Korea**

Draft – 22 March 2019

1. **Background –Mental Health in Israel**
2. **Enosh – The Israeli Mental Health Association: An Overview**
3. **Enosh Leading Staff**
4. **Enosh Professional Work Model**
5. **Assessment and Evaluation**
6. **Professional Services** 
   1. Supportive Housing
      1. Scalable Housing Services:
         1. Supportive Independent Living
         2. Supportive Communities
         3. Hostels
      2. Personal Approach Services:
7. Young Adults
8. Dual Diagnosis
9. Homelessness
10. Religious Communities
11. SEED - Sexual Trauma Programs
    1. Supportive Employment
       1. Employment Centers
       2. Transitional Employment
       3. Supportive Employment in the Free Labor Market
       4. Entrepreneurship - MAOF Program
       5. Restart Program
       6. Dialogue Project
    2. Social, Recreational and Wellness Services
       1. BESHUTAF
       2. Mind & Fitness – Promoting Wellness and Sports
       3. Recreation Programs in Israel and Abroad
       4. Community Gardening
    3. Family Centers - Support and Counseling Services for Families
    4. Addressing Cultural Needs
    5. Early Intervention
       1. Headspace Youth Center
       2. Navigate Project
       3. Gome – Alternative to Psychiatric Hospitalization
12. **Policy Advocacy and Legislation**
13. **International Activity**
14. **Prizes and Awards**
15. **Background – Mental Health in Israel**

In Israel, approximately 250,000 people endure persistent and severe mental illnesses and consume services from the public health system; however, only 22% of them approached The National Insurance Institute to exercise their rights. According to the National Insurance Institute, the percentage of individuals who utilize mental health services and are entitled to a disability allowance represents one-third of the entire group of persons who receive disability stipends; they are also the largest group of disabled people in the country who rely on government stipends. Furthermore, each mental health service consumer is surrounded by family members who are also directly affected by his condition. A cautious estimation of the number of people coping with a mental illness and their caregivers is approximated at over half a million.

Although people with mental illness, who we refer to as people with psychosocial disabilities, represent the largest group among the disabled population, they are also the weakest and most marginalized group due to social stigma. Thus, they experience challenges on multiple levels. On one hand, they struggle with the symptoms and disabilities that result from their illness. On the other hand, they are confronted with stereotypes and prejudices that stem from misconceptions about mental illness. Consequently, people with psychosocial disabilities are denied opportunities that define a good quality life: good jobs, safe housing, satisfactory health care, and an affiliation with a diverse group of people. Once individuals are assigned with the label, "mentally ill," and become aware of the related negative stereotypes, they come to expect rejection, devaluation or discrimination.

The vicious cycle which people with psychosocial disabilities find themselves caught in involves self-stigma, unemployment, poverty and reduced social networks – all of which threaten recovery and quality of life.

Additionallythese individuals

*Poverty* – Disability allowances are insufficient for fulfilling basic needs (the figures will be discussed in Section C below), yet people with psychosocial disabilities have limited training and employment options to improve their earning potential. Additionally, a negative self-concept often leads to demoralization, and contributes to a lack of motivation and poor functioning – all of which hinder recovery.

*Social Support* – People with psychosocial disabilities require support from peers, family and friends to reduce their sense of isolation and increase their activity in the community. Therefore, efforts to re-integrate them into the community must be accompanied by actions implemented on the societal level.

The goal of psychiatric rehabilitation is to help individuals with persistent and serious psychosocial disabilities to develop the emotional, social and intellectual skills needed to live, learn and work in the community with the least amount of professional support. Although psychiatric rehabilitation does not deny the existence or the impact of mental illness, rehabilitation practices have shifted away from a focus on an illness model towards a model of functional disability. These rehabilitation values are also incorporated in the concept of mental health recovery applied by Enosh.

1. **Enosh[[1]](#footnote-1)\* – The Israeli Mental Health Association – An Overview**

[Enosh – The Israeli Mental Health Association](https://www.enosh.org.il/en/service/enosh-the-israeli-mental-health-association/), founded in 1978, is a nonprofit organization in Israel, aimed to promote community mental health and provide support for people with psychosocial disabilities and their family members. In Enosh, we use the Hebrew term “Mitmodedim” – meaning “copers” – for people coping with mental illness.

**Enosh goals:**

* Provide quality, professional community-based mental health services for people with psychosocial disabilities, and their families.
* Increase awareness surrounding mental health and fight society's stigmas towards people with psychosocial disabilities.
* Promote the rights of people with psychosocial disabilities and their family members.
* Promote pioneer community-based mental health services.

Over the years, our organization was the leading voice in fighting against stigmas about people with psychosocial disabilities and raising awareness for mental health. We established a holistic approach to community mental health services and spearheaded innovative rehabilitation services based on a personal approach and a mental health recovery model in areas of supportive housing, supportive employment, social and recreational activities, and family support centers.

Enosh is committed to promoting mental health throughout life, from childhood to adulthood, and in different situations, via prevention, treatment and rehabilitation. Enosh develops and implements prevention programs for youth, selecting a professional model for intervention and implementation with the first episode, establishes hospitalization alternatives including home treatment and halfway houses, and promotes a variety of rehabilitative efforts that place an emphasis on integration into the community.

Today, Enosh is the leading organization in Israel for community mental health services operating under the regulations of the Israeli Community Rehabilitation of Persons with Mental Health Disability Law, 2000. The law established the right for people with severe psychosocial disabilities, who had been approved by a professional rehabilitation committee of the Israeli Ministry of Health, to gain access to a range of services including: supportive housing, supportive employment, social and recreational activities, family counselling centers, supportive education, case management and dental care.

Enosh engages in advocacy and public education against stigmas and stereotypes of individuals with psychosocial disabilities. Further, we provide direct services to improve independent functioning skills, while facilitating productive and active integration into the community. All of our programs are designed to facilitate recovery, wellness and community participation. They offer opportunities for self-discovery and renewal, while building participants’ self-esteem, sense of security, meaningfulness and belonging. These programs help to counteract the self-inflicted stigma of those with psychosocial disabilities and protect against the negative consequences of prejudice.

Enosh is the only mental health agency in Israel that provides a full and comprehensive range of solutions for scalable rehabilitation within the community. We run more than 60 service centers nationwide for people with psychosocial disabilities and their family members. Our nationwide centers include locations in development towns and peripheral cities, and cater to all sectors of society. These facilities employ professional health providers, including more than 700 employees and 700+ volunteers, and provide services to approximately 6,000 people directly and more than 2,000 new family members each year. In each of Enosh's branches, the staff (social workers, psychologists, rehabilitation instructors and mentors) operate alongside a Leaders Group comprised of volunteers, who assume a role similar to a managing board. Volunteers assist the staff in determining and executing the branch's activities and community involvement goals. We have developed a unified standard for the joint management of the branches.

Enosh is committed to promoting the rights of people with psychosocial disabilities and their family members on a national and international level. In Israel, we advocate and lobby for policy change and legislation. On the international level, we promote change through our consultative status to the Economic and Social Council at the United Nations.

**Enosh Leading Staff**

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**Enosh Professional Work Model**

Enosh helps to improve the independent functioning skills of its clients via multi-dimensional services using recovery promoting interventions such as IMR, NECT, and SKIT. By first assessing readiness for rehabilitation, service providers and receivers are able to focus on the personal progress and self-efficacy of its clients alongside the rehabilitation process.

**Principles Guiding the Rehabilitation Process**

* Each person can learn, develop and change at any age and in any situation.
* The rehabilitation services view the person as being at the center of treatment, and focus on his strengths and abilities.
* The rehabilitation services are based on a rehabilitative concept of dignity, cooperation and optimism that emphasizes a whole person who has great potential and exists within the society around him.
* The rehabilitation process is personally tailored for each individual in accordance with his needs, values and aspirations.
* The rehabilitative process is based on developing a person’s abilities at an appropriate level of difficulty and pace that brings about the accumulation of positive experiences in all fields of life. The development of ability is achieved through direct and indirect guidance (e.g., personal example), and through exposure to various possibilities and opportunities.
* The involvement of family members and of persons emotionally tied to the person is an important element of the rehabilitative process.
* Hope is a basic factor for progress in life in general, and it holds a central role in the rehabilitation process. Hope is being progressively reinforced with the dissemination of information about the concept of recovery. Recovery does not mean “cure”; rather, it is a way of life in which one aspires to gain the most from his life, while building a personal and social identity, and finding meaning while recognizing one’s limitations. Recovery is not a process of reverting to the situation that the person was in before the illness commenced.
* A focus on moving toward trauma-informed services.
* An emphasis on open dialogue.

**Assessment Monitoring and Evaluation**

## Evaluation of Individual Clients’ Personal Rehabilitation Program: An individual program is tailored for each client in conjunction with the client, and is assessed once every 6 months by Enosh, and by the committee of rehabilitation services in The Ministry of Health.

## Israel Ministry of Health compliance check: Once a year, based on the ministry’s administrative standards, the ministry evaluates the procedural aspects of the association such as registry, documentation, capital standards, manpower, and number of meetings /contact with clients. All the procedural aspects that are mentioned in the regulatory guidelines.

## In-house Quality Surveys: Every 18 months, a program of The Ministry of Health in which clients distribute anonymous questionnaires to other clients (typical response rate is 70%). Based on these survey responses, Enosh devises or revises work plans. This valuable tool provides a better understanding of how our rehabilitation services are perceived by our clients. After the questionnaires are collected, the results are reviewed by the professional staff, clients, family members, representatives from among the surveyors and the head of the Quality of Service Field.

## Psychiatric Rehabilitation Routine Outcome Measurement (PR-ROM project): Rehabilitation process evaluation in the different rehabilitation services. The professional staff in the service fill these surveys out with the person as part of the work process. Questionnaires that Enosh distributes to clients annually based on which we also devise work plans (not anonymous). More about this process is found in this [link](https://www.health.gov.il/Subjects/mental_health/rehabilitation/results/Pages/default.aspx) (Hebrew).

## Fidelity (Pilot started in 2016): Surveys are distributed by the region’s officials in the Ministry of Health that supervise the provided services. Survey questions assess the level of services and the extent to which they are promoting recovery and rehabilitation. Additionally, they assess how involved clients are involved in decision-making and whether they are part of the design of the services.

## Computerized Data Collection System: An ERP software allows us to efficiently manage and integrate all of the data for each client. The system consolidates all of the organization’s information systems into one database, enabling collective use of information from one central interface. The database meets the professional standards set by The Ministry of Health for managing clients’ files. Through the system, we collect and maintain information about each client’s rehabilitation plan, and are able to follow-up on treatment, conduct periodic reviews, engage in medical case management, and record interviews and irregular events.

## Quality of Service in Enosh: Supervision tools were developed that enable professional teams to examine Enosh's capacity to meet the standards of The Ministry of Health. Regular quality of service surveys that assess rehabilitation practice and environmental conditions involving maintenance and safety measures are conducted in various service departments. This enables us to improve the professional practice and working conditions, and also allows us to introduce changes to the organization culture (e.g., providing further professional enrichment, redefining work procedures and staff structure).

## External evaluation of specific programs: These external evaluations are conducted by professional agencies. During the past 4 years, we developed and executed innovative projects based on the results of these evaluations, including professional training programs in telemarketing, kitchen and culinary, and bicycle mechanics.

## Trainings and Supervision: Our work in the field of rehabilitation using trauma-informed methods is based primarily on our human resources. The personal development and professional skillset of our staff is our main tools. We see the importance of investing in our human resource. We aim to encourage capabilities and professional confidence among our teams. Our training and supervision model is based on personal supervision, group supervision sessions and different scales of training in accordance with the development level of the employee and the specific field of work. We also work on implementing the relevant knowledge based on research and evidence. In addition, the teams choose their own long-term training in and outside the organization, The staff also takes part in development focus groups. Our supervision team provide mutual assessment once a year building the next year goals for supervision for the following year.

**Professional Services**

**Supportive Housing:**

Housing is the pillar of independent living. Rehabilitative housing in the community is a comprehensive service provided by a multi-professional staff of health care providers and is geared towards assisting clients reach an optimal level of functioning in the community. Enosh’s housing programs are provided through the Basket of Health Services and include hostels, supportive community living, group apartments and supportive housing in the community. Our staff works hand-in-hand with community healthcare providers, the Ministry of Health, other rehabilitation services and municipal bodies. Our housing services provide people with the opportunity to grow and develop on a personal level while fulfilling their rights to live a meaningful life within the community. Each participant is provided with the specific support that fits his/her needs. We provide housing services for more than 2,200 people a year.

Enosh provides scalable supportive housing services in the community for individuals with psychosocial disabilities in accordance with their varied and changing needs. These services are provided in the following frameworks: Independent living (in an apartment privately owned or rented by the client), shared apartments, and group homes (i.e., hostels).

**Group homes (Hostels)** provide intensive 24/7 professional staff support (can house up to 15 people).

**Shared apartments** support independent living in the community. Three to four people live in each shared apartment which are supervised by a staff member, rehabilitation counselor (some of whom are people with lived experience, and thus provide peer support) and a case manager. The counselor comes to the apartment each day for a couple of hours to work with the clients on their rehabilitation programs, which are led by the clients themselves in accordance with their wishes, interests and goals. The counselor helps each person reach his/her personal goals with the overall aim of improving quality of life. We believe that the group setting is the basis for a wider rehabilitation effort that is based on the recovery model, in conjunction with a personal approach. This model enables both individual work and the ability to learn from the group.

A few **personal approach apartments** have been developed byEnosh to cater specific needs:

Young adults

Success story: Rivka & Gabi

Dual diagnosis (2 apartments)

Homelessness (1 apartment)

Religious communities (2 apartments)

Sexual trauma (4 apartments for women and 1 more planned for men to open in 2019).

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**SEED - Women with Sexual Trauma**

SEEDS OF WELLNESS

SEEDS OF WELLNESS is a supportive housing model for women with complex PTSD in Beer Sheba, Israel. It is a holistic mental health housing service which provides mental health support and addresses the trauma. Each of the apartments accommodates three to four women aged 18 to 35. A female social worker and rehabilitation counselor, both trained in sexual trauma and DBT, visit the apartment daily. The service offers personal meetings, group therapy, and peer support. Staff members work with the women to develop individualized support plans, and provide the necessary tools and guidance to achieve the milestones within these plans. The SEEDS project was part of the Zero Project - Impact Transfer Program of 2019. For more information, please see: <http://impact-transfer.org/zero/enosh-seeds-of-wellness/>

SEEDS OF CHANGE

Research suggests that more than half of all women with psychosocial disabilities have been sexually assaulted. Yet, many mental health services cannot support women with experiences of sexual trauma and complex PTSD. To deliver a specialized trauma-informed service, and to increase trauma awareness across the organization, Enosh developed the ‘SEEDS OF CHANGE’ training toolkit. This toolkit consists of a variety of training packages for staff across all services. Enosh has worked with the Association of Rape Crisis Centers in Israel to promote trauma-informed mental health services and added this particular focus to the professional training of medical and psychiatric staff. A group of 25 leaders went through long-term, in-depth training to lead sexual trauma treatment activities. After conducting a special workshop for more than 300 staff members, thousands of beneficiaries all across Enosh’s services have participated in various activities on sexuality and sexual assault in order to address the issue in the daily routine. Enosh plans to offer additional support and empowerment activities through peer support groups.

Success story – Yuval & Hagit

**Our supportive housing model can be replicated to address other disabilities and for other areas of life such as recreation, employment, and education services.**

Read more about SEED program here: <http://impact-transfer.org/zero/enosh-seeds-of-wellness/>

**Supportive Employment Services**

Enosh bridges between the individual needs of the clients to the demands of the common labor market. The scope of services range from the pre-employment stage to employment in the free market.

Several employment programs are available:

**Employment Centers**: Enosh offers pre-vocational training prior to working in the open labor market.

The program allows participants to experiment in a variety of occupations based on a tailored program that matches individual needs and abilities. The centers’ objective is to serve as a bridge to employment in the open job market. Accordingly, staff work with participants to instill preliminary work habits and enhance their self-confidence and social skills, which subsequently enable them to integrate into rehabilitative frameworks and into the general work force. The centers offer a variety of occupations to choose from, one of which includes making handmade arts and crafts products, which are sold either in the open market or pre-ordered by factories, etc.

Bat Yam movie

**Transitional Employment**: Enosh runs several transitional employment programs in hotels, coffee shop chains and supermarkets (e.g., Dan Hotels, Cafe Joe). This one-year program prepares participants for optimal integration in the work force. Services include assistance in finding a place of work and accompaniment by a daily, on-the-job employment facilitator. The service is extended to participants who occupy several positions in a place of business.

**Training and Learning Centers**: Enosh provides training in specific vocations and on-the-job experience, while enhancing employment skills and feelings of competence. One particular program is the bicycle mechanics course. This program is offered at Enosh’s Ramat Gan branch and targets individuals who are highly motivated and possess basic work skills, yet require additional skill-building and direction for successful integration in the workforce. The program offers professional training, hands-on experience and jobs. Participants begin by engaging in a 15-hour empowerment workshop involving elements of therapeutic bicycle riding, as well as engagement in creative thought and identification of professional aspirations. The workshop is followed by a 100-hour training course that provides a thorough introduction to mechanics, bicycle models, devices and components, maintenance and care, and troubleshooting. Participants also engage in empowerment activities and preparation workshops that equip them with essential tools for employment (e.g., English and basic computer literacy lessons). The theoretical studies are complemented by an internship at Enosh’s Bicycle Repair Shop, located in the National Park in Ramat Gan, Israel which is a popular cycling site. During the internship, Enosh’s Employment Placement Counselor and Training Counselor continue to reinforce skills such as time management, teamwork, service provision and work conduct. Participants who pass the final exam receive an official Bicycle Mechanics Certificate, and are then employed at bicycle repair shops in the free market or continue their employment at Enosh’s Bicycle Repair Shop. The program represents a multi-professional collaboration with members of the Israeli Bicycle Mechanic Center (IBMC), who provide the professional training component; staff at the Kiryat Ono Academic College, who assist in building the course syllabus and provide guest speakers and graduate certificates; employees at the Ramat Gan Municipality, who help us to obtain permits for opening a bicycle repair business; and Matzman Et Merutz, a company specializing in wholesale distribution of bicycle goods and whose volunteers guide participants during their internship.

Ramat Gan movie.

**Supportive Employment in the Competitive Market**: This program is provided in coordination with governmental organizations, placement agencies and large businesses, and supports participants who work in the competitive market. It is not limited to a certain time frame. Enosh also offers guidance to employers on workplace adjustments and job retention. Participants who receive this service are placed in employment in the free market and receive ongoing guidance and support from the Enosh team before and after they are hired. Eligible participants undergo assessments and testing to determine their skills and abilities, and are then placed in suitable positions according to their capabilities and aspirations. The Enosh team accompanies each participant and also offers guidance and assistance to the employers, which ensures long-term and fruitful employment. Enosh develops tools and methods for full employment integration in the open labor market, focusing on the needs desired by the labor market, development of professional skills, and narrowing technological gaps among those experiencing difficulty in their integration into employment.

Success story – Egor / Christofer

**Entrepreneurship**: The Maof Program helps participants with entrepreneur qualities to establish a private business. This program supports individuals who wish to establish their own businesses. It combines business training, including specific guidance in the field of business that the entrepreneur is seeking to develop, and rehabilitative assistance.

MAOF pictures

**Restart**:Enosh specializes in training for employment in the free labor market, based on a rehabilitation approach. This approach is based on research and it aims to improve professional skills, aid in personal development and increase motivation as a measure to promote recovery. Participation in employment is a major part of the inclusion of people with psychosocial disabilities in society. It is a major part of a person’s identity and it is important to the recovery process as it is the basis for feeling of belonging. Work routines help to establish schedules and help improve income and quality of living. The program, RESTART, aims to improve skills through the use of a digital platform that provides ongoing feedback and helps participants prepare for the workplace environment. As part of this objective, we promote digital and technical skills and arrange for employment experience within the community. Through this program we can promote the elimination of the social stigmas associated with mental illness as we see that employment of people with psychosocial disabilities helps to reduce stigma. This is a 4-month training program that includes professional and rehabilitation elements. We teach computer skills, offer simulation trainings through the digital platform, provide employment guidance and arrange a 3-month employment experience in a variety of employment sectors along with the support of a professional rehabilitation employment counselor. We use special technologies and applications that cater to real-life situations and are developed specifically for participants’ needs.

Pictures from the program

**Dialogue Project**

The Dialogue Project is an occupational project that trains people with psychosocial disabilities to become lecturers. They share their personal stories in front of audiences and the lectures become part of their ongoing occupation. The project promotes two goals: (1) **Raising awareness among the public** about psychosocial disabilities, community-based rehabilitation and recovery; and (2) **Increasing self-efficacy and self-confidence** among the participants through repeated contact with audiences. The project is part of Enosh’s groundbreaking program for business entrepreneurship development that was developed to enable psychosocial disabled people with entrepreneur qualities to establish private businesses, in an individual and a group framework. The individual framework includes an individualized rehabilitation plan, professional mentorship and more.

**Mentorship for participating entrepreneurs** includesbasic business management studies and business coaching. Business coaching includes the development of a business plan, group meetings for sharing knowledge, simulations and forming business relationships, and mentorship in regard to developing a private business. The project was founded by people with psychosocial disabilities and is based on their knowledge and passion to share their story openly.

Encounters with people who are undergoing recovery have a significant effect on eliminating stigma. In order to maximize the impact, the training course aims to improve lecturing skills by giving and receiving feedback and gaining experience in the field. Specific skills include facing an audience and telling personal stories in different formats that are geared toward different audiences. Graduates are then given a platform to realize the skills they have acquired. According to research, recovery in mental health is a process of re-adaptation of one’s attitudes, perceptions and beliefs towards oneself, others, and life. As a recovery-focused service, the project emphasizes individual needs and strengths, encourages involvement and participation in all levels of their lives, and encourages independent choice and decision making.

There were 60 participants from 2008-2016. Of those, 25 participants graduated from two courses and 75% already provided lectures. Since 2012, more than 530 lectures took place and about 14,500 people were exposed to the stories. Fifteen participants will undergo a third course starting in February 2019. The organizing team includes: (1) Enosh’s employment director; (2) the managing team for the training course, which includes two rehabilitation professionals, a business coach, and an SCIT facilitator; (3) a team project after the end of the course, which includes two rehabilitation professionals and professional mentors (in digital marketing, advertising, sales etc.).

The project brings together people with psychosocial disabilities and audiences that may not have had the chance to be exposed to life stories such as these before. We find that it creates empathy among the audience members and nurtures the belief that people with psychosocial disabilities recover and should be welcomed into the community. The impact of this project is demonstrated through the changing perceptions and attitudes of the general public and future caretakers, as well as influencing the lecturers themselves, who cope through the sharing of their stories and continue to shape them along the way.

Ninety percent of the training participants graduated successfully. The participants lecture in front of audiences on a regular basis (54% out of 28 training participants). Due to the successful experience of the audience, the number of lectures is increasing, as are the requests for lectures from various organizations.

The project has established itself as a structured employment training course, in which participants are provided tools and mentorship in one organized framework. The group support upon finishing the course provides a social framework, in which peers can share experiences in a professional ****environment.

**Social, Recreational and Wellness**

The objectives of social rehabilitation are to help clients become familiar with and learn social skills, assist them in the acquisition of knowledge and independence in the field, provide them with a feeling of belonging, abate feelings of loneliness, and promote social contact and integration in the community. The leisure program offers a range of opportunities to enable choices to be made at a reasonable geographical distance.

Social rehabilitation is based on peer-group empowerment and participation in social activities in the community. The Social Center will offer recreational and leisure activities in the community based on peer-group engagement. This model encourages a new level of social exposure, fostering community interaction that is based on a shared interest (e.g., mobile library, various lectures, etc.). Furthermore, the participants will take part in multiple activities in the community such as excursions and trips in Israel and overseas, as well as engage in cultural activities (e.g., visiting museums, going to the cinema and to shows) in order to encourage them to consume such services in a community setting. Other planned enrichment and leisure activities will include healthy lifestyle workshops, laughter yoga, drama workshops, computer lessons, movie clubs, and more. The Social Center will operate 3 days a week between **3**pm to 7pm. The main goals of the Social Center are to offer participants enriching leisure activities, help them develop interpersonal skills and communication abilities, and expand their social circles and ties with the community. This, in turn, will contribute to stigma reduction and to increased acceptance and understanding towards people with psychosocial disabilities.

Enosh’s social rehabilitation model offers participants a variety of services that accelerate individual and group empowerment processes. Through enrichment and recreational programs, our professional staff help participants find their place in the community. In doing so, it creates a sense of belonging, leads to discovering meaning in life, improves social skills and facilitates fulfillment of personal goals pertaining to socialization and community participation.

Beshutaf’s programming is available in over 60 social centers across the country, offering participants opportunities to explore and experience different kinds of themes, cultural events, leisure activities and sight-seeing in Israel and abroad. The centers adopt an open, non-judgmental approach while helping participants to socialize and alleviate their potential loneliness. The activities are led by our professional staff and volunteers. Some of the centers are specifically catered to certain populations, e.g., youth or Arabic/Russian/English speakers. The centers operate in the afternoons, and offer a variety of social, educational, and cultural activities, including excursions, lectures, parties, and recreational activities. Some of the unique activities in the centers include drama and dance groups, scouting and photography courses, musical ensembles, cafés operated by participants, and creative writing workshops. In addition, participants enjoy holiday retreats in Israel and abroad.

Pictures from the program

**Mind & Fitness – Health, Sport and Wellness program**

"Mind & Fitness" is a health promotion program specialized for people with psychosocial disabilities. It combines elements of physical activity, nutrition and illness management, while facilitating peer support networks and offering vocational opportunities. It is the first of its kind and is based on demonstrated evidence that physical exercise is beneficial for mental health and improves quality of life, reduces anxiety, depression, and negative mood, and improves self-esteem, body image, quality of sleep and cognitive functioning.

The goal of this program is to integrate between mental and physical health, reducing the burden of illness while minimizing distressing side effects, and subsequently leading to an improvement in the quality of life and increasing longevity among those with psychosocial disabilities. Physical care for psychiatric patients is not recognized by the state, and therefore Mind & Fitness is imperative for increasing our beneficiaries’ well-being.

The Program operates in a framework of a Social Sports Centers and is the first of its kind in Israel. It includes three main components: physical activity (fitness classes); workshops and monthly lectures on healthy living (nutrition, reducing smoking) and mindfulness-enhancing activities (Yoga, Thai Chi, etc.). Some of the activities take place in the community, thus creating opportunities to interact with the public and contributing to the reduction in stigma towards people with psychosocial disabilities..

The program is operated in collaboration with the Israeli Social Security Agency, which initially supported the project in its first stages, and currently acts as a monitoring body, as well as the Daniel Rowing Center in Tel Aviv, which provides the professional operational services in subsidy to the project in Tel Aviv.

**Recreation Programs in Israel and Abroad**

Our recreation program enables people with psychosocial disabilities to take time off from their daily routines and refresh. Since 1985 we provide supported accessible vacations for people in our services both in Israel and abroad. Every year, hundreds of individuals participate in our services with many of our team members and professional staff. It is empowering experience. The participants can meet new friends, see new places and get the support they need to participate in this mental health accessible journey. It is another avenue for promoting the recovery processes and providing access to cultural experiences according to the Convention on the Rights of Persons with Disabilities. The program’s process includes engaging in shared decision-making by picking the place for the vacation, and then planning which skills will need to be strengthened prior to the vacation and, ultimately, independent management during the trip. In 2017, 467 people with psychosocial disabilities and 88 staff members participated in the program.

Pictures from the program

**Community Gardening**

In a couple of Enosh’s programs we operate community gardening programs. The community garden incorporates skill development and therapeutic aspects, while also involving the surrounding community. The interaction with community members fosters dialogue, which promotes the reduction of the stigma associated with mental illness. The participants undergo special gardening training, care for the garden, and engage in enriching gardening activities, with the goal of encouraging personal growth through the learning of growing and irrigation techniques, gaining knowledge about different plants and their uses, preparing various dishes using garden plants, engaging in outdoor activities, and more. This unique setting also brings together volunteer community members, neighbors, and employees of local businesses who enjoy various gardening activities and workshops together with Enosh participants. The community garden benefits individuals with psychosocial disabilities by improving daily functioning and enhancing their potential to later integrate into the job market.

Therapeutic Gardening and Community Garden in the Enosh Sderot Branch: In this program, Enosh members learn how to care for and maintain an ecological garden, the products of which - house plants, herbs, fruits and vegetables - benefit the entire branch. The branch also holds a community gardening program, which embodies a collaborative effort of employees of the Hollandia factory in Sderot and Enosh members. Currently, we wish to open the garden to the public through tours hosted by Enosh members, and by hosting ecologically-themed events.

Ecological Training and Learning Center in the Enosh Givatayim Branch: The Ecological Training Center in Givatayim is a truly positive experience for all ages. This unique visitors’ center holds interactive group activity days for the public that are hosted by Enosh participants who operate the on-site “ecological stations” and guide the visitors. In the future, we wish to further develop this initiative by renovating the garden, developing ecological education installations, and more.

The Enosh Bat Yam Rooftop Garden: The rooftop garden is utilized by participants to grow fragrant herbs to supply to the branch's natural soap factory. The participants undergo special gardening training and care for the garden, which is constantly expanding via the introduction of new plants and growing techniques. The participants host visitors and conduct workshops, among other activities. Funds are needed for the project's sustainability and development.

The Enosh Ashdod Branch Rehabilitation Garden: This garden was modeled after the garden in Sderot. It was established through collaboration with various community partners and ecological-educational institutes. We are seeking funds towards the garden's operation.

Pictures from the program / Bat yam movie

**Family Support and Counseling Centers**

When talking of rehabilitation and recovery in mental health, the focus is naturally on the individuals affected. Yet, their family members - spouses, parents, children and siblings - who are often referred to as the silent partners are, in fact, secondary victims of the mental illness. The spotlight and resources are seldom directed at them, but their difficulties are many and are experienced on a daily basis. They carry an enormous burden during times of illness and recovery. Family members of a person with psychosocial disabilities experience severe crises and face multiple difficulties. A lack of information about the illness leads to much confusion and is accompanied by a sense of shame, fear, and helplessness. Enosh acknowledges the significance of the family in the rehabilitation of their loved ones. Providing families with support, counseling and information contributes a great deal to the rehabilitation process and to the family’s ability to conduct a normal life under mental illness. Enosh operates **5 Family Counseling Centers** (**Milam**) in Haifa, Jerusalem, Karmiel (including an extension in Nahariya and in Kiryat Shmona), Netanya and Tel-Aviv. Services are provided to the parents, siblings, spouses, and children of people with psychosocial disabilities. Services include individual counseling, group and peer support groups and couples counseling, as well as lectures, workshops, and legal aid. Additionally, each year Enosh organizes a two-day National Conference for Families. The counseling in our family counseling centers is provided free of charge and with no need for a professional referral.

The first stages of unpredicted psychiatric illness often evoke panic, confusion and helplessness among family members. Patterns of communication and the distribution of family resources change. Families need support to build their capacity to cope, care for the ill family member, and come to terms with the disability and its implications. Prior experience and research show that the support of family members plays a major role in recovery. Individuals who enjoyed the support and understanding of family members were better adjusted, more motivated, and experienced a quicker and more effective recovery process. Therefore, Enosh considers the treatment of family members as an inseparable part of the rehabilitation process in mental health recovery.

Success story – families leading change

Enosh is a pioneer in the field of family counseling and established this service – based on a psycho-educational model - to help family members develop coping skills and gain access to resources. Centers are funded by the Israeli Ministry of Health and private donations.

**Addressing Cultural Needs**

**The Arab Community**

Enosh promotes the welfare and rights of people with psychosocial disabilities from all sectors and backgrounds in Israeli society. Enosh has 3 branches serving Arab communities specifically, both the participants and family members. Enosh adapted its rehabilitation programs to the needs and culture of the Arab population and tailored specific services in order to tackle cultural challenges. The majority of the Arab population reside in the peripheral areas of Israel, where mental health services are scarce. In religious Muslim communities, psychosocial disabilities are often perceived as a sign of divine disfavor, so psychiatric conditions are often left fatally untreated. Therefore, providing targeted community mental healthcare services in the Arab sectors, that adhere to religious and social tenants, is of paramount importance. In 2016, Enosh and the Ministry of Justice promoted the first conference for the Arab community on the reform in the legal capacity act amendment.

**Family Counseling for Jewish Ethiopian Communities**

Individuals of Ethiopian origin who face a mental health crisis are particularly vulnerable and experience greater risk of unmet mental health needs due to cultural norms and social marginalization. Behavioral codes and social norms surrounding non-verbal communication, introverted behavior, suspicion towards medical practitioners, the belief that it is unacceptable to reveal problems and discuss them openly, as well as reliance on traditional care methods often deny people with psychosocial disabilities from receiving life-saving treatments. This risk is exacerbated due to a severe lack of awareness to symptoms of psychiatric disorders and to available care services. Furthermore, many immigrant families from Ethiopia are often underserved. They experience financial distress, adjustment difficulties and language barriers, which make it difficult for them to actively seek help and access health care services. Many Ethiopian families are single-parent households or families with only one functioning parent with limited support systems. Therefore, unlike more privileged populations that are skilled and pro-active about seeking and accessing information (including web-based resources) and utilizing their rights, the Ethiopian community requires an outreach strategy, including home visits, facilitation of access to information and services, and the use of motivational methods to improve engagement of families who are apprehensive about seeking help.

Recognizing this community’s particular needs and complexities, Enosh staff met with professionals, both from within and outside of the community, to develop a culturally-sensitive intervention model for Ethiopian families, who are considered multi-problem, high stress families. In 2012, we began providing culturally-adapted family counseling services to the Ethiopian community in our Netanya branch, a city with a large Ethiopian community. Over the years, through the course of our work, we became more acquainted with the community’s mental health statistics and barriers to accessing services. We established a cross-system Steering Committee comprised of representatives of the Health Ministry and Netanya Municipality to determine needs and barriers, and define best practices for reaching out to and intervening with the Ethiopian community. For example, we became well-versed in how families perceive Western medicine and gained a wider understanding of the risk situations, including dramatically higher suicide rates among Ethiopian immigrants as compared with the general population. Some of our conclusions were to offer families care coordination and mentoring, and to integrate professionals from the community who would meet with individuals who have psychosocial disabilities in their homes even before they received treatment or applied for a rehabilitation basket. Also, based on what we had learned, and with the support of The George and Jenny Bloch Foundation, we produced several television shows in Amharic to provide information about existing mental health services for individuals affected by psychosocial disabilities and their families.

Today, a team of psychosocial professionals work in coordination with other health and social work professionals to provide comprehensive and timely care for patients and their families. The team also includes an Amharic-speaking social worker who acts as the liaison between the patient/families and hospitals, community centers and absorption centers to raise awareness of the program and draw more families into service.

The Family Counseling Services include:

* Outreach Social Work - an Amharic-speaking social worker visits the neighborhoods and conducts home visits to provide on-the-spot information and services in the community's direct environment, and promotes the entry of families into the program and utilization of services.
* Individual, Couples and Family Counseling – these counseling services provide (1) instrumental information regarding the mental illness, treatment and rehabilitation options, available resources in the community, patient rights and avenues of communication with formal agencies; (2) tools to cope with patients’ reluctance to take medication or cooperate with treatment, or patients’ self-neglecting behavior; and (3) guidance on improving interaction and communication with the patient. Services focus on utilization of rights, including escorting patients/families to various committees (e.g., rehabilitation basket, hospital committees, National Insurance Institute), helping families navigate bureaucracy (e.g., filling out forms), and providing assistance in applying to the District Psychiatrist.
* Support Groups – these peer-support groups for family members enable them to share experiences and gain insight from the challenges and successes of others facing similar circumstances. Participants acquire coping tools and develop supportive relationships. Much effort is devoted into recruiting and retaining participants.

**Early Intervention**

**Headspace - The National Center for Youth Mental Health Israel** <https://headspace.org.il/en/>

In December 2014, Enosh launched an evidence-based national mental health model for youth in Israel, involving the establishment of youth friendly centers that serve as a “'one stop shop”, that provide multi-professional preventative and early intervention services, referrals to mental health services in the community, and outreach educational programs for professionals and care providers who interact with youth. The project was inspired by the successful model of Headspace Australia, a national flagship program for adolescent mental health and a global leader in the field. The project focuses on improving service delivery and access to mental health services for young people aged 12-25 who suffer from mild to moderate psychosocial disabilities. Headspace centers are not designed to substitute existing mental health services, but rather to complement them by encouraging young people to access an enhanced form of primary care as early as possible.

Enosh opened the first Israeli Headspace center in Bat Yam in December 2014. The center has exceeded our expectations in terms of client demand: 536 teenagers approached the center for some level of support and counseling, 318 initial evaluations (intake) meetings have been held, and 240 young people have received psychological and psychiatric therapy in the center. The amount of center participants was 74% higher than our initial expectations, with the original estimate being 138 patients in the opening year. A second headspace center in Jerusalem will be opening this year. Using the same framework, services will be offered to adolescents and their families with the goals of increasing the response to adolescents and expanding the body of knowledge in the field of prevention of mental damage.

**Navigate - Early Treatment for First Episode Psychosis**

Based on research, it is not sufficient to just treat chronic and reoccurring psychosis. Rather, providing effective treatment in the early stages of the disease significantly increases one’s chances to return to normal functioning and successfully find one’s way to psychological and functional well-being. Because no early treatment of psychosis exists in Israel, Enosh has decided to launch the innovative Navigate Mental Health Program in Israel, inspired by the successful Navigate Programs in the U.S. and Canada. Navigate is a comprehensive program designed to provide early and effective treatment for individuals who have experienced a first episode of psychosis. In Israel, Enosh would like to provide treatment for early psychosis to youth and young adults aged 15-40 and their families. The program aims to help participants and their families find their way to psychological and functional well-being by providing them with access to mental health services. The program includes 2 stages: (1) outreach and recruitment of candidates to the program (up to 2 months) and (2) provision of treatment (up to 2 years). The treatment stage includes 4 components: (1) Medication Management, in which we determine the appropriate treatment, prescribe medication, and evaluate the role of medication; (2) Family Psycho-Education, which is aimed at helping the family learn strategies to support the individual’s recovery; (3) Individual Resiliency Training, aimed to promote clients’ individual resiliency by enhancing illness management; (4) Supported Employment and Education to help clients pursue employment and educational goals. Individuals enrolled in the program and their families are provided with guidance and support throughout the program by the Program Director and team members. The program is unique as its multifaceted team members – consisting of a Psychiatrist (Program Director), a Prescriber (who evaluates the role of medication), an Individual Resiliency Trainer, a Family Education clinician, and a Supported Employment and Educational specialist – work closely to pursue early and effective treatment.

The program is implemented in cooperation with the Laszlo N. Tauber Family Foundation, which funded the training of the staff. We are seeking additional financial support to help fund the salaries of the professional team.

**Gome - An alternative to hospitalization in the community**

In March 2019, we implemented a new service to provide alternative options to hospitalization. In Israel, 22,000 people a year are admitted for psychiatric hospitalization. Of this total number, 21% of individuals are hospitalized for the first time and 53% of them are re-hospitalized within 2 years. Research shows that addressing the first episode properly can reduce the traumatic experience associated with hospitalization, promote recovery, shorten the hospitalization period and the average stay in hospital. Within the current system of ambulatory services and the day hospitalization there is a luck of intensive care in the community when you are in a psychiatric crisis. Gome aims to provide alternative care that takes place within the community for people who are in need of help during a mental health crisis. By providing support and treatment to contain the crisis in an open close place, we can help patients manage their crises and shorten the time it will take them to recover.

This service is offered in a safe space and is open 24/7 for a short-term period of time (between a few days to a month). The professional approach is based on the recovery model, and incorporates open dialogue with a socio-therapeutic concept and shared decision making. Additionally, we see the family as an important part of the recovery process. The house is open to up to 9 people.

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**Policy Advocacy, Awareness and Legislation**

Enosh constantly strives to promote the rights of people with psychosocial disabilities and their families through advocacy and promotion of legislation in the Knesset. Enosh joined the leading groups of civil society in promoting the Israeli Law for the Rehabilitation of the Mentally Ill, established in 2000. The establishment of this law was a direct result of Enosh’s legislation efforts and is based on the Association's services and operating frameworks. This important law defines and emphasizes the government’s duty to provide rehabilitation services for those with psychosocial disabilities, as well as provide support and counseling services for their families. Additionally, Enosh works to raise awarenesson the subject of mental health and reduce the social stigma associated with mental illness in Israel and overseas through the dissemination of information. This information is distributed in a variety of methods: newsletters, leaflets and brochures, lectures, workshops, and through our website. We maximize exposure of the subject by appearing in all available media outlets including print and digital press, television, radio, social network sites and forums. Enosh is part of NGO Coalitions which include: Coalition for Legal Capacity in Israel, Coalition for Promoting the Convention on the Rights of Persons with Disabilities in Israel and Coalition for Patient Rights in Israel. With our varied and widespread services, we are the leading organization in this field in Israel. Additionally, we are consistently developing new knowledge. We hope to continue to contribute to international activities by promoting knowledge and the rights of people with psychosocial disabilities, and their families.

Enosh collaborates with: all of the leading psychiatric hospitals in Israel (e.g., Shaar Menashe, Kfar Shaul, Abarbanel, Gehha, Beer Sheva, Lev Hasharon); government ministries (e.g., Health, Welfare, Defense, Justice, Economy, and local municipalities); The National Insurance Institution; National Health Service Providers (Kuput Holim); and academic institutions (e.g., Haifa University, Hebrew University, Ben-Gurion University, ACHVA Academic College, Wingate Institute, Sapir College, Ono Academic College, Bezalel Academy of Arts and Design, IDC Herzliya, The Academic College of Tel Aviv-Yaffo, HIT – Holon Institute of Technology).

*Formal partnerships with other non-profits that provide similar or collaborative services in the community:*

1. **Non-Profits**: The Association of Rape Crisis Centers in Israel; ERAN - Emotional First Aid; The Israel Trauma Coalition (ITC); OZMA; BIZCHUT; LISHMA – for Integration and Empowerment of People with Mental Illness; MATAN – Investing in the Community; The Israel Civic Leadership Association (ICLA); ISPRA – Israel Psychiatric Rehabilitation Association; Israel Network of Healthy Cities; The National Council for Volunteering in Israel; MALAM – People with Mental Illness Organization; Joint Distribution Committee – JDC; The Society for the Protection of Nature in Israel (SPNI).
2. **Coalitions of NGO's for People With Disabilities**: The NGO's forum for Promoting the CRPD in Israel (with more than 60 organizations for and of people with disabilities in Israel); the Coalition for Mental Health in Israel (with OZMA – the Israeli Forum for Families of People with Mental Disability; BIZCHUT – Israeli Center for Human Rights of People with Disabilities; LISHMA – for Empowerment of People with Mental Disability; Israeli Headquarter for People with Disabilities); The Coalition for Legal Capacity (with 18 organizations for people with disabilities and the elderly); Coalition of Healthcare Rights Organizations (more than 60 organizations for people with illnesses and disabilities); The Organization for the People with Disabilities in Israel.
3. As of 2014, Enosh has received the ***Midot Seal of Effectiveness*** (<http://www.midot.org.il/english>). Midot evaluates and rates NPOs’ ability to create social value and improve the lives of their beneficiaries. The rating system is based on the organization’s planning and performance abilities, how it evaluates its activities and sustains processes of learning and participation, its human capital and financial management. The Seal is awarded annually after a thorough inspection of the organization.
4. Enosh is a member of these organizations: The Israel Civic Leadership Association (ICLA); Israel Psychiatric Rehabilitation Association (ISPRA; Enosh’s CEO is a board member); Israel Network of Healthy Cities.

**International Activity**

Enosh is a member of the World Federation of Mental Health (WFMH); the Global Alliance of Mental Illness Advocacy Networks – Europe division (GEMIAN - Europe); and Workability International. Additionally, Enosh has been awarded by GEMAIN for our enterprise development over the years;

Enosh holds a consultative status to the United Nations Economic and Social Council (ECOSOC) since 2017. The status has enabled us to participate in UN events promoting awareness and best practices in mental health.

COSP 11: June 2018 – We participated in a panel of the Israeli mission to the UN titled, “Combating Stereotypes, Prejudice, and Discrimination through Inclusive Employment – A focus on People with Psychosocial Disabilities.”

CSW 63: March 2019: Alongside the World Jewish Congress, we led an event called, “Mental Health and Sexual Violence Trauma – The Silenced Connection.”

Enosh has received an award in the Zero Project conference in 2019 on independent living. Additionally, we presented our SEED program in a panel called, “Supporting the Rights of Women with Disabilities.” Our best practice was presented in the Zero Project report of 2019.

Enosh participated in the Impact Transfer Program in Ashoka, Austria in 2019 as part of the Zero Project.

The Royal Foundation UK hosted an Enosh delegation in March 2019 to take part in a professional learning week on youth and young adults with mental illness.

Our professional developments in the mental disability area are exported internationally via conventions in academic issues regarding mental health and rehabilitation of the professional staff; via the exchanging of ideas with other countries (Australia, UK, US, Vietnam).

Connections and collaborations overseas include:

Boston University, Boston, MA, USA; Headspace program, Australia; Meeting for Minds (M4M); GAMIAN Europe; World Federation of Mental Health; Mental Health America; No Shame on U, Chicago, IL, USA; community connections in Washington DC, USA; Jewish Child and Family Services, Chicago, IL, USA.

**Prizes and Awards**

Enosh received a total of 22 prestigious awards:

| **Year** | **Award** |
| --- | --- |
| 1982 | The Israel President's Award to the Volunteer -- awarded to Mrs. Chanita Rodni, Founder of Enosh |
| 1983 | The Chairman of the Knesset Award for Quality of Life |
| 1997 | The Presidential Award for Volunteer Recognition – awarded to Ms. Suzy Bachar (Ramla) for her community involvement, especially towards the mentally ill population |
| 1999 | The Shield of the Ministry of Health for Volunteer Organizations |
| 2007 | The Israel Minister of Health Award – awarded to Mrs. Chanita Rodni, Founder of Enosh |
| 2007 | The Chairman of the Knesset Award for Quality of Life (Sderot branch) |
| 2008 | The Shield of the Ministry of Health for Outstanding Volunteers -- awarded to Mrs. Chana Avrutzki, Chairman of Enosh’s Kfar Sava branch |
| 2008 | The Roaring Lion Award of the Israeli Association of Media Consultants and Public Relations for the campaign to produce the CD – *Spirit of Man* |
| 2010 | The Recanati-Chase-Rashi Award for an Entrepreneur Social Worker – awarded to Zuhur Machmid and Kassam Machgana |
| 2011 | The Shield of the Ministry of Health for Outstanding Volunteers -- awarded to Mrs. Gila Sadowsky, author of the book "Cry for Them," (Ra'anana branch) |
| 2012 | GAMIAN Europe Award for our project, “The Other Me” (students from the Rimon School of Jazz and Contemporary Music wrote lyrics to songs written by Enosh participants) |
| 2012 | The Roaring Lion Award of the Israeli Association of Media Consultants and Public Relations for our Mental Health month campaign |
| 2013 | Honorary Doctorate from Hebrew University -- awarded to Chanita Rodni, Founder of Enosh |
| 2013 | Rappaport Prize for women generating change in Israeli society (in cooperation with "Laisha" magazine) -- awarded to Chanita Rodni, Founder of Enosh |
| 2013 | Tel Aviv Mayor Award for Outstanding Volunteer – awarded to Tova Fiegenbaum |
| 2015 | GAMIAN Europe Award for the project, “On It,” which trains Enosh clients in social media |
| 2016 | The Shield of the Ministry of Health for Outstanding Volunteers awarded for the operation of "Bekivun Haruach" Café operated by Enosh clients of the Tel Aviv branch |
| 2016 | The Shield of the Ministry of Social Affairs and Social Services for Outstanding Volunteers awarded to the Hollandia company for volunteering in Enosh’s Sderot branch |
| 2017 | The Commission for Equal Rights of Persons with Disabilities Award for Hilton Tel Aviv for integrating Enosh participants in transitional employment |
| 2017 | Enosh received the prestigious Consultative Status to the UN Economic and Social Council (ECOSOC) |
| 2018 | The MIDOT Award for Effectiveness |
| 2019 | Zero Project 2019 Award on best practice for independent living on SEED project |

1. \* Enosh – in Hebrew = human being [↑](#footnote-ref-1)